

Accepted 7/18/2013

DOCKET NO. 1364782-91504  
ITEM NO. 39  
PAGE 1

July 17, 2013

MEMO TO RECORD

SUBJECT: Glenoaks Station Administrative Record

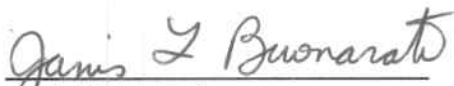
The following information is added to clarify certain factual statements. The information below is organized by the item number corresponding to the Administrative Record.

**Item No. 36**

Item No. 36, Final Determination to Close the Glenoaks CA Station and Continue to Provide Service by City Delivery (Final Determination), was posted on July 16, 2013.<sup>1</sup> A copy of the cover page with round-date stamps indicating the posting date is attached to this memo.

**Item No. 38**

Item No. 38, Notice of Final Determination to Close Glenoaks Station (Notice), was posted on June 20, 2013. A copy of the cover page with a legible round-date stamp indicating the posting date is attached to this memo. The Notice indicates that replacement Post Office Box services are available to Glenoaks Station customers at the Burbank Bob Hope Station (Downtown Burbank Station). If Glenoaks Station customers choose to maintain a Post Office Box at the Downtown Burbank Station, there will be no change in address or ZIP Code.



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<sup>1</sup> A previous version of the Final Determination was posted on July 15, 2013 (July 15 Final Determination). However, this Final Determination erroneously included a notice of appeal rights. The July 15 Final Determination was accordingly promptly withdrawn when the error was detected, and has been replaced with the July 16 Final Determination, attached to this Memo as Item No. 36. Thus, day 0 of the 30 day posting period begins on July 16, 2013 and the Final Determination will remain posted until August 15, 2013. See Handbook PO-101 section 422.32.

GLENOKS STATION Docket: 1364982 - 91504

Item	Document	Date Posted
1.	Request/approval to study for discontinuance	02/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	02/04/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	01/20/2011
4.	Highway map with community highlighted	01/20/2011
5.	Inspection Service/local law enforcement vandalism reports	02/04/2011
6.	Form 4920, Post Office Fact Sheet	03/17/2011
7.	NEPA Worksheet	04/29/2013
8.	Financial Workbook	04/29/2013
9.	Recommendation and Service Replacement Type	03/17/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	03/21/2011
11.	Community meeting roster	05/02/2011
12.	Community meeting letter	03/11/2011
13.	Proposal checklist	06/07/2011
14.	District notification to Government Affairs	06/07/2011
15.	Instructions to postmaster/OIC to post proposal	06/07/2011
16.	Invitation for comments exhibit	06/07/2011
17.	Proposal exhibit	06/07/2011
18.	Comment form exhibit	06/07/2011
19.	Instructions for postmaster/OIC to remove proposal	06/07/2011
20.	Postal Service response letters to returned customer questionnaires	05/26/2011
21.	Analysis of questionnaires	01/20/2011
22.	Community meeting analysis	05/26/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	08/09/2011
24.	Notification of taking proposal and comments under internal consideration	06/07/2011
25.	Postal Service response letters to returned Proposal comments	08/09/2011
26.	Proposal Analysis of comments	08/09/2011
27.	Petition and Postal Service response letter (if appropriate)	03/21/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	06/07/2011
29.	Log of Post Office discontinuance actions	08/09/2011

30.	Certification of record	08/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	08/17/2011
32.	Headquarters acknowledgment of receipt of record	08/30/2011
33.	Vice president, Delivery and Retail, instruction letter	05/31/2013
34.	Instruction letter to postmaster/OIC on posting	06/19/2013
35.	Final determination from Headquarters	05/31/2013
36.	Round-date stamped final determination cover sheets	07/16/2013
37.	Postal Bulletin Post Office Change Announcement	07/17/2013
38	NOTICE OF FINAL DETERMINATION	06/20/2013 ]]
39.	MEMO TO RECORD	07/17/2013

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FINAL DETERMINATION TO CLOSE  
THE GLENOAKS STATION, CA STATION  
AND CONTINUE TO PROVIDE  
SERVICE BY CITY DELIVERY



DOCKET NUMBER 1364982 - 91504

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Glenoaks Station, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Glenoaks Station Post Office provides retail service from 09:00 - 17:00 Monday through Friday and Closed on Saturday.

The revenue trend for the office during the last several years is as follows:

FY 08 \$ 1,219,252  
FY 09 \$ 976,274  
FY 10 \$ 906,510  
FY 11 \$ 930,481  
FY 12 \$ 877,111.

On May 30, 2011, representatives from the Postal Service were available at 1634 San Fernando, Burbank, CA to answer questions and provide information to customers. 2 customer(s) attended the meeting.

On March 21, 2011, 1000 questionnaires were distributed to delivery customers of the Glenoaks Station Station. Questionnaires were also available over the counter for retail customers at the Glenoaks Station Station, 132 questionnaires were returned.

Responses regarding the proposed alternate service were as follows: 33 favorable, 83 unfavorable, and 16 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Burbank Post Office. Window service hours at the Burbank Post Office are from 900 to 1830, Monday through Friday, and 900 to 1500 on Saturday.

The proposal to close the Glenoaks Station Station was posted with an invitation for comment at the Glenoaks Station Station and Burbank Post Office from June 09, 2011 to August 10, 2011.

The following additional concerns were received during the proposal posting period:

The following concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2. **Concern:** Customers expressed concern for loss of community identity  
**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community  
**Response:** The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

**Some advantages of the proposal are:**

1. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will not have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet.
2. Potential of some to have to travel additional distance.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

## **II. EFFECT ON COMMUNITY**

Glenoaks Station is an unincorporated community located in Los Angeles County. The community is administered politically by City of Burbank. Police protection is provided by the City of Burbank. Fire protection is provided by the City of Burbank. The community is comprised of Retirees, self employed, commuters, students and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Many businesses in the Burbank area, . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenoaks Station Station will be available at the Burbank Post Office. Government forms

normally provided by the Post Office will also be available at the **Burbank Post Office** or by contacting your local government agency.

This Glenoaks Station Station is not listed as a historic landmark.

The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** No public concern

**Response:**

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

This unit is a retail annex and all employees are part of another installation and their work schedules will be adjusted to work at the parent facility.

### IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 740,270, assuming filling vacant management and craft positions at the median salary range:

Building Maintenance	\$ 152,570
Utilities	\$ 128,890
Transportation	\$ 67,690
EAS Craft & Labor	\$ 391,120
Contracts	\$ 0
Rent	\$ 0
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 740,270

### V. OTHER FACTORS

The Postal Service has included "Node Study" attached at end of proposal


### VI. SUMMARY

This is the final determination to close the Glenoaks Station, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The Glenoaks Station Station provided delivery and retail service to 416 PO Box or general delivery customers and no delivery route customers.

The Postal Service will save an estimated \$ 740,270 over the next ten years.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

  
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Edward F. Phelan, Jr.  
Vice President of Delivery and Post Office Operations

07/16/2013  
\_\_\_\_\_  
Date



June 20, 2013

## **Notice of Final Determination to close Glenoaks Station**

The U.S. Postal Service (USPS) has issued the final determination to close Glenoaks Station, 1634 San Fernando Road in Burbank, CA, and consolidate P.O. Box service into the Burbank Bob Hope Station, 135 E. Olive Ave, which is one mile away. The P.O. Box numbers and ZIP Code will remain the same.

Glenoaks Station was studied for consolidation to reduce costs while maintaining access to postal services to the community. Revenue has been steadily declining at Glenoaks Station and there are a number of alternate sites within a short radius of this facility that provide postal services.

On March 21, 2011, questionnaires on the proposed consolidation were distributed to customers of the Glenoaks Station. Of the 132 returned, response were 33 favorable, 83 unfavorable and 16 no opinion. On May 30, 2011, USPS representatives were at a public meeting at the Glenoaks Station to provide information and answer questions. Written comments on the proposal were received from June 9, 2011, to August 10, 2011.

### **Appeal Rights**

This final determination to close the Glenoaks Station may be appealed by any person served by that office to the Postal Regulatory Commission (PRC). Appeals must be received by the PRC within 30 days of the date this notice of final determination is posted. If an appeal is filed, copies of appeal documents prepared by the PRC or the parties to the appeal will be made available for public inspection at Glenoaks Station and the Burbank Post Office during normal business hours.

Submit appeals to:

Postal Regulatory Commission  
901 New York Ave. NW Ste. 200  
Washington DC 20268-0001



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